

Spring 2019

**COMMUNITY INTEGRATION SERVICES SOCIETY**



# NEWSLINK

## AGM - BBQ

**Come and  
join us**

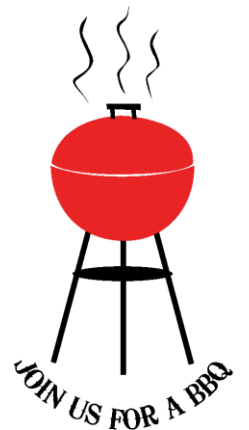


**for some great  
food and fun**

# June 22nd

**Mark Your Calendars for our  
Annual General Meeting  
(AGM) and BBQ!**

At 2175 Mary Hill Road, V3C 3A2  
on Saturday June 22nd, 2019



**The Business Session will start at 11:00am. Followed by a BBQ at noon.**

**The event will run until 2:00pm**

# From the Executive Director's Desk

By Shari

The year has started with many new projects happening and we are focused on guiding our work and direction from our strategic plan developed in late 2018. I have included the summary from our plan and will give greater detail in the Annual Report.

## STRATEGIC PLAN 2018-2023

### **RESPONSIVE SERVICE DELIVERY**

- Expansion (Broaden services)
- LIFE – Learning, Inclusion, Friendship, Employment
- Flexible and Responsible Service
- Supported Independent Living (SIL)
- Life Skills Training
- Respite Services

### **EMPLOYER OF CHOICE**

- Recruit and Retain Qualified Staff
- Provide Education & Training
- Hire the right staff for the right work
- Provide Leadership opportunities
- Provide a flexible workplace

### **COMMUNITY DEVELOPMENT**

- Marketing (building our profile in community)
- Partnerships with schools (high schools and post-secondary)
- Partnerships with Employers/ Businesses
- Partnerships with community

### **BOARD DEVELOPMENT NEW GOALS**

- Increased education
- Sub-committee development
- Succession Plan development
- Policy Development

We have a lot of work ahead of us, but it nicely aligns with what we have heard from our stakeholders; people in service, families, employees, board members and community members. A major focus for us is in expansion. We want to organize and prepare for the new L.I.F.E. Service when our funder Community Living British Columbia (CLBC) put it out to tender. L.I.F.E will be a blended service of connecting with community exploration, connection and employment. The service will be highly focused on goal achievement with the intention of reducing supports overtime once the individual has built a community of support.

I want to give my personal congratulations to two CISS employees who retired this year. Trish from the North Shore program and Wendy from Inlet. Both women have worked tirelessly for CISS for several years, 16 for Trish and almost 28 for Wendy.

We will miss them greatly and hope that they make time in their busy retirement to drop into our special celebration.

The Admin Team enjoyed having our first practicum student and have hired Mina to join us on the team as an Admin Relief staff to step in when the ladies are on vacation. Please introduce yourself to Mina if you see her during her training. I look forward to our Annual General Meeting which will take place on Saturday June 22<sup>nd</sup> starting at 11:00 a.m. Come out and enjoy a Saturday BBQ at Melissa Park.

## Hiring Fair

By Janna Hamzagic

On Thursday, April 25<sup>th</sup>, Janna, IDS1 Program Manager, attended a hiring fair in Cloverdale.

She met many people who were interested in Community Integration Services Society, and was very excited to tell them all about the organization.

She talked about the activities our individuals are part of, the events we have coming up (Annual General Meeting, Earth Day Planting, and Multicultural Day) and some photos from past newsletters. Overall, it was a great experience and opportunity to reach potential future employees of Community Integration Services Society.



## Greenhouse Project Update

By John with Dimitri



I sat down with Dimitri who is currently involved with the greenhouse project at CISS.

Dimitri, tell me, what is the greenhouse project?

"The project is learning how to grow plants, then making the CISS dips. We are harvesting them for the dips."

When asked about what is being planted, Dimitri explained, "We are planting dill weed and parsley. Two important ingredients for our Signature CISS Dill Dip, as well as the CISS Mexican Dip."

Who is involved with the project, and what have you done so far?

"John, Jonathan, and I are in the project, and we did lots of research into what we need to plant, how to plant, and the supplies we need for the greenhouse.

There is an Earth Day presentation where we will have more details! Now, it is time to plant, then prepare how to harvest them into the fall.

We look forward to all the readers of the newsletter to check out our progress at the greenhouse at CISS, or just ask myself, Dimitri for more info!"





## Spring Wellness

By Matt and Jobie



It is the spring season again, which makes it a great time to get outdoors to do activities such as hiking, gardening or using outdoor gym equipment at some local parks.

However; for people who suffer seasonal allergies such as sneezing, runny nose and itchy eyes, these symptoms may discourage them from participating and opting instead, to stay indoors. If you suffer from allergies, it is recommended that you consult your doctor or pharmacist on which medication is best suited for you to take so you can enjoy your time outside.

Spring is also a great time to check your eating habits. Eating healthy is a vital part in keeping yourself in tiptop form. It is recommend that people eat a variety of food such as fruits, vegetables, grains and fish. Avoiding eating excessive fast food and processed food items is recommended to ensure your overall health.

# Bravos!

The following individuals received a Bravo! for going above and beyond this quarter:

Yuni from Krystina, for assisting with shoveling snow and salting at Melissa Park during the winter months.

Brenda from Krystina, for assisting with shoveling snow and salting at Melissa Park during the winter months.

Zahra from Krystina, for being flexible with last minute schedule adjustments.

John from Janna, for assisting with shoveling snow and salting at Melissa Park during the winter months.

Jason from Janna, for assisting with shoveling snow and salting at Melissa Park during the winter months.

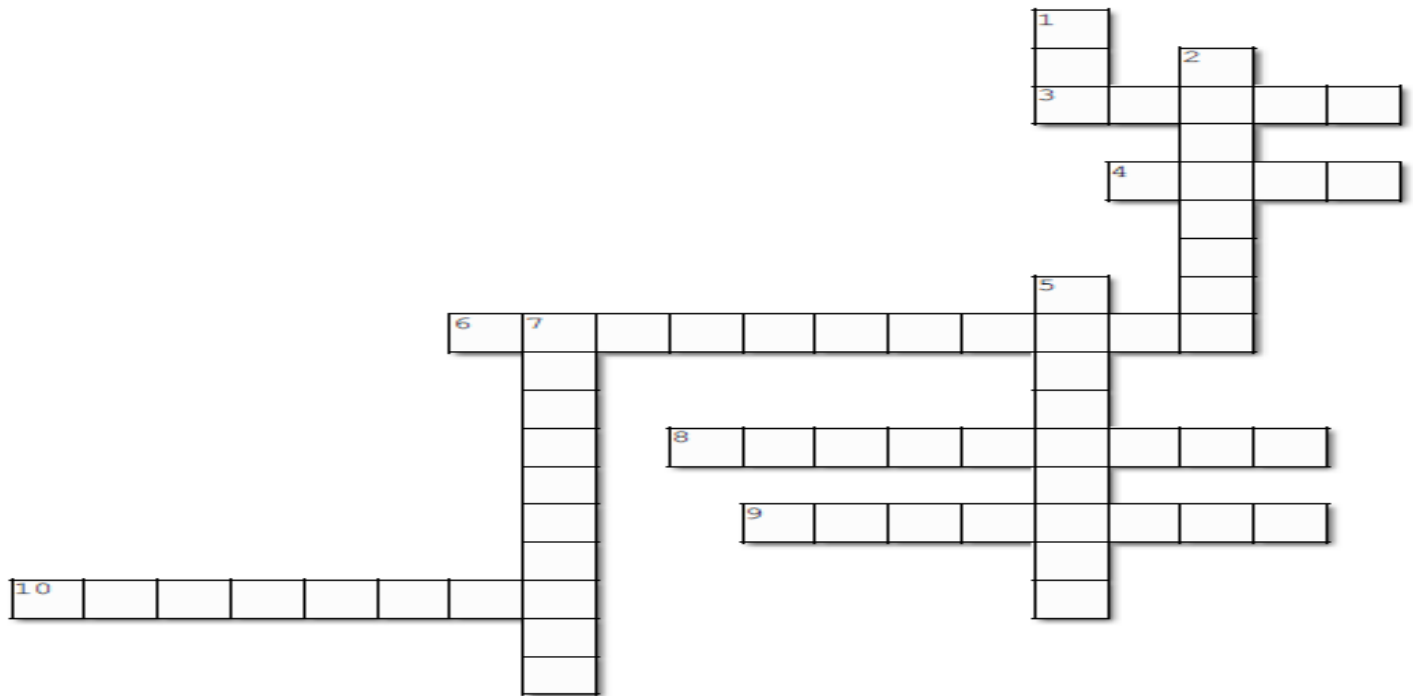
Celsa from Mary Joy, for utilizing her skillset and assisting in the North Vancouver office with a positive and professional attitude.

Michale from Krystina, for assisting with shoveling snow and salting at Melissa Park during the winter months.

And the lucky winner of the Bravo! draw was **Celsa**. Congratulations, **Celsa**!

# FUN PAGE!

Complete the crossword puzzle below



## Across

3. A place to relax
4. When the earth's axis is tilted ..... become longer
6. Be careful with this during hot summer days
8. Used mostly in summer but should be used all year round
9. A kids snack during summer
10. We see this more in the summer

## Down

1. An operation or group of operations treated as a single and distinct unit
2. Absence from a regular occupation
3. We celebrate this on multicultural day
4. A summer flower with a herbal scent



## RIDDLES:



**1. When may a man's coat pocket be empty, and yet have something in it?**

*When it has a hole in it.*

**2. What is a bee's favorite article of clothing?**

*A beanie!*

**3. What type of boat has authority?**

*Ownership!*

**4. Three men are on a boat. The boat sinks but only two people get their hair wet. Why?**

*The third man was bald.*

**5. Why is it so easy to measure fish?**

*Because they come with their own scales.*

**6. You go at red, but stop at green. What am I?**

*Watermelon!*

In the past months (December–March, 2019) there have been 26 client surveys completed and returned to CISS.

<u>Question</u>	<u>Yes</u>	<u>No</u>	<u>No Response</u>	
Did you have help to fill out this survey?	<b>25</b>	<b>1</b>		
<u>Who helped?</u>	<u>Family or Caregiver</u> <b>15</b>	<u>CISS Support Staff/Manager</u> <b>9</b>	<u>Peer</u>	<u>Home Support Worker</u> <b>2</b>

The measuring range for the survey was: Awesome or Okay/Good or Terrible, which was demonstrated through face, symbols (see our web site <http://www.gociss.org> for a view of the survey tool).

<u>Question</u>	<u>Awesome</u>	<u>Okay or Good</u>	<u>Terrible</u>	<u>No Response</u>
The Social Committee plans parties and events that I like.	<b>15</b>	<b>11</b>		
<b>List of suggestions for the Social Committee:</b> <ul style="list-style-type: none"> <li>• Valentines and Birthday parties</li> <li>• Adult star of the week/month recognition</li> <li>• Summer picnic or BBQ at the beach</li> <li>• Disney</li> <li>• Car wash when it is nice outside</li> <li>• More lunches</li> </ul>				
I like the programs that I do at my program.	<b>11</b>	<b>15</b>		
I set my own individual goals at my ISP meeting.	<b>11</b>	<b>13</b>	<b>1</b>	<b>1</b>
I get to try new things at my day program if I want.	<b>14</b>	<b>11</b>		<b>1</b>
I like the way my staff help me at my day program	<b>12</b>	<b>13</b>		<b>1</b>
My Program Manager listens to my complaints	<b>18</b>	<b>8</b>		

**What do you like the best about CISS?**

- The Christmas party was wonderful
- Activities; Computers; Facility; Location
- Happy with all services and recreation
- Chatting and hanging out with CISS friends
- The fact that my son puts on his coat before getting picked up shows that he is enjoying the program
- The staff are very friendly, caring and helpful, every client is important to them
- Interacting with people and do activities in the community
- My work at B&J auto
- Outing with peers; Coffee House
- Love, Peace and Kindness
- Pick up from Coquitlam Station
- The team that works with me, support staff and Program Manager

**What do you not like the best about CISS?**

- To be sure I know workers names
- Coffee house
- There are no Korean speaking people
- Having to come if the weather changes
- Staff that come to my house that are afraid of dogs
- When there is a disruption to my activities/day program

**Do you have any suggestions or ideas?**

- More pool
- Input during the meeting
- TV; More movies
- Green house planning
- Do some volunteer work
- Maybe more resources available to help improve an individuals speech/communications



## Include Me!

By Lee

During the 2018-2019 year CLBC funded services participated in a survey process in which they were asked to provide information about their quality of life in areas of well-being(emotional well-being, physical well-being, material well-being), Independence(personal development, self-determination), and social participation(rights, interpersonal relations, social inclusion).

For Community Integration Services Society, this was the third time participating in the 'Include Me!' survey process.

On April 26, 2019, many individuals gathered at Melissa Park to hear the results of the survey. The storyboard provides the results in comparison to other CLBC funded organizations and the 'general population'. (To see the storyboard please go this link - <http://www.gociss.org/include-me/> )

I would like to thank Mary Joy Lovering for organizing the interviews and presenting the results. Congratulations to Ashish who was successful in winning the lottery draw for a Tim Card!

Lastly, congratulations to CISS for having one of the highest participation levels in the survey!



## Friendship Self-Advocacy Symposium

By Mark



Some individuals from CISS had the pleasure to attend the CLBC Self-Advocacy Leadership Conference in Burnaby this spring. The topics were about friendship in a world where we have never been more isolated. There were presentations on the Following: Cyber-Bullying, BCPF-BC People First, Inclusive Housing, People Planning Together, ESATTA (Empowering Self-Advocate's to Take Action), and Friendship-Damn Good Friendship.

For me, the most interesting presentation was related to Friendship. We were involved in a presentation, and we shared our opinions as well. I learned that friendship is a "Two-way street, not a one-way road."

In the end, we all agreed, if we work together and support each other, the future will be brighter.





## Earth Day Planting Event at Melissa Park

By Jonathan, Dimitri, John and Janna



IDS1 held an event on April 29<sup>th</sup> in light of Earth Day! The Green House at Melissa Park was ready to have the herbs planted, and participation from all teams at CISS with this planting took place in an educational and fun afternoon activity.

The event started with a brief presentation on what The Green House Project is, and the work that has been completed so far.

Then, we learned about what the task was for the event, planting the herbs, and the purpose of it. In the last part of the presentation, we learned about what the plans are for the Green House, and how it will contribute to a social enterprise for CISS Signature Dips.



Attendees then had a tour of the green house and the materials they will be using. A tutorial on how to plant the herbs was given and then everyone was able to participate. The event was the start to the growing season for the green house and everyone can't wait to see the herbs sprout!

Thanks to all who participated!



## Suggestion Box May 2019

By: Shari Mahar



Over the past five months there was one suggestion made through the suggestion box

Suggestion: "Positive Thoughts are not enough Get Positive Feelings and Positive Actions."

*There was a typed note placed in the box with the statement above on it.*

### **POSITIVE THINKING IS NOT ENOUGH ACCORDING TO Dean Bokhari**

"Your thoughts + actions + feelings are like a three-legged stool.

This is similar to people that follow the old self-help advice to just "think positive."

If we THINK positive, but we still FEEL negative, then how will we ACT?

*I really like the sentiment behind the statement. Positivity comes from each of us, it comes from each of our actions and we can move mountains when we work together. Thank you for your submission, it will give us all food for thought.*

The suggestion box is located on every site and is open to anyone whom wishes to make a suggestion.

Positive thinking is powerful, but only when we think of it as one of the three necessary legs that reinforces the stool we're sitting on.

If we don't want the stool to wobble or break, we've got to make sure we give each leg the care it needs to keep us from falling down and getting hurt.

I believe that the key here, with this idea, is to focus on being as congruent as possible".





## Privacy Training

By Jennifer



All staff at CISS recently went through CLBC privacy training to ensure that there is the utmost privacy for CLBC-eligible individuals, as well as their information. CLBC is a public organization and must comply with FOIPPA. FOIPPA stands for *Freedom of Information and Protection of Privacy Act*. This Act requires that any records and personal information held in the custody or control of the public body be protected by reasonable security measures.

The training staff went through included six sections:

1. Types of Information
2. How to Collect Personal Information
3. How to Store Personal Information
4. How to Use and Share Personal Information
5. How to Deal With Old Records
6. How to Recognize and Report Information Incidents to CLBC



Following this training was an assessment that ensured all staff were able to:

- Identify what is personal information
- Define privacy and know why personal information should be handled carefully
- Understand the importance of collecting, storing, using, sharing, and disposing of personal information
- Recognize information incidents and know how to report them.

Knowing what information is private, and how to appropriately share this information and with whom, is vitally important for everyone at CISS.

Source: <https://www.communitylivingbc.ca/CLBC-PIM/index.html>

## Food bank Delivery

By Paul

Hi, my name is Paul, I joined CISS day program fifteen years ago on August 23, 2004. After one month, of attending CISS, I began my volunteer job at Share Society Food Bank, delivering groceries to community members.

I love my volunteer job and I like to contribute helping the community. I have met different people over the years and find this volunteer job a rewarding experience.

## Crossword Answers:

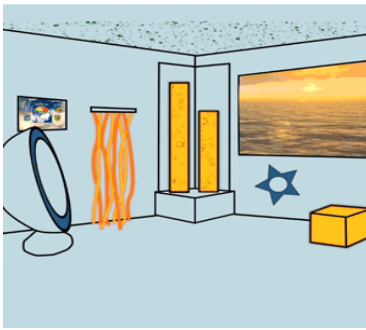
- |                |               |              |             |              |
|----------------|---------------|--------------|-------------|--------------|
| 1. Job         | 2. Vacation   | 3. Beach     | 4. Days     | 5. Diversity |
| 6. Dehydration | 7. Eucalyptus | 8. Sunscreen | 9. Popsicle | 10. Sunlight |

## Sensory Rooms

By Renee

A sensory room is a specially designed room, which combines a range of stimuli to help individuals develop and engage their senses. These can include lights, colours, sounds, sensory soft objects, aromas, all within a safe environment. This allows the person using the room to explore and interact in a safe place. It has been noted that individuals suffering from anxiety and depression have greatly benefitted from these venues. “

“Sensory Room” is an umbrella term used to categorize a broad variety of therapeutic spaces specifically designed and utilized to promote self-organization and positive change. There are multiple types of sensory rooms and purposes for use that have been created and implemented in different practice areas to date.



When used appropriately, sensory rooms: help to create a safe space, facilitate the therapeutic alliance, provide opportunities for engagement in prevention and crisis de-escalation strategies, as well as a host of other therapeutic exchanges (to teach skills, offer a variety of therapeutic activities, etc).

Sensory equipment can help develop key life skills including vocalization, gross motor skills, color recognition and tracking.

## Musical Mornings

By Dan

Musical mornings is a series of concerts at the Evergreen Cultural Centre, held every Wednesday at 10:30am. It includes classical, pianists, cellos, guitarists, and other world class artists.

My favorite concert was Rachmaninoff performed by the Bergman Duo. I enjoyed meeting Elizabeth and Marcel Bergmann.

Receiving a scholarship enabled me to broaden my classical experiences, which I could share at classical music appreciation class. I participate and help with planning. It is held at the Poirier Library first Friday of every month.





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## JAVA WITH FRIENDS

### COME JOIN THE FUN!

THURSDAY 12:15 – 1:30 PM

PLACE MALLAIRDVILLE

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COQUITLAM

\$3.00 ADMISSION

CONCESSION ALSO AVAILABLE

(COFFEE, POP, CHIPS)

LIVE MUSIC, DOOR PRICES, DANCING,  
OPPORTUNITIES TO SOCIALIZE

## We need your support

Please support CISS by donating to our 2018 fundraising campaign.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

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Phone: \_\_\_\_\_

Enclosed is a cheque or money order (made payable to Community Integration Services Society) for the amount of:

☐ \$25      ☐ \$50      ☐ \$100      ☐ other \_\_\_\_\_

Your charitable receipt will be sent to the above address.

**Thank you for your contribution!**

Members of the Newsletter Committee include: Brook, Trish, Celsa, Jenn, and Krystina.

Layout by Adam

## Community Integration Services Society

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\*CISS has enhanced our website; you can now view it on your mobile device.

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## Community Integration Services Society

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